

Information Disclosure Statement
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Form PTO-1449 (Modified)	ATTY DOCKET NO. B-5368 621689-5	U.S. SERIAL NO. 10/768,959
LIST OF PATENTS AND PUBLICATIONS STATEMENT	APPLICANTS Kemal DELIC, et al.	
	FILING DATE January 29, 2004	GROUP -21712166

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	ISSUE DATE	NAME	CLASS	SUB- CLASS	FILING DATE or 102(e) DATE IF APPROPRIATE
NKA	5,794,237	8/1998	Gore, Jr.	707	5	

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES/NO
NKA	00/77689 A1	12/2000	WO			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

NKA	Delic, K.A., et al., "Knowledge-Based Support in Help-Desk Environments," <i>IT Pro</i> , pp. 44-48 (January/February 2000).
NKA	Delic, K.A., et al., "Knowledge-Based Support Services: Monitoring and Adaptation," <i>IEEE</i> , pp. 1097-1101 (2000).
NKA	Delic, K.A., et al., "Knowledge Harvesting, Articulation, and Delivery," <i>The Hewlett-Packard Journal</i> , Vol. 49, No. 2, pp. 74-81 (May 1998).

EXAMINER	DATE CONSIDERED
/Navneet K Ahluwalia/	07/06/2006

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.